COMMON ACRONYMS

Below is a list of commonly used acronyms within the Tennessee Department of Labor and Workforce Development as it pertains to this document.

CIP   Classification of Instructional Programs

DPSA   Division of Postsecondary School Authorization

ETPL   Eligible Training Provider List

LWDA   Local Workforce Development Area
(Please see pages 18-19 for all LWDAs)
LWDB   Local Workforce Development Board

LWIA   Local Workforce Investment Area

SACS   Southern Association of Colleges and Schools

TBR   Tennessee Board of Regents

TCAT   Tennessee College of Applied Technology

THEC   Tennessee Higher Education Commission

TICUA   Tennessee Independent Colleges & Universities

TDLWD   Tennessee Department of Labor and Workforce Development

WIOA   Workforce Innovation and Opportunity Act of 2014 (supersedes the Workforce Investment Act of 1998)

This document is to aid a perspective institution through the steps in completing and submitting a new provider application. Before applying, your institution must meet the required state approval to be considered for placement onto the *Eligible Training Provider List (ETPL)*. This means an institution is required to have the authorization to operate in the State of Tennessee by a state authorizing or governing body. **This applies to in-state and out-of-state institutions**. Examples of such entities are the Tennessee Higher Education Commission (THEC), the Tennessee Board of Regents (TBR), and the Southern Association of Colleges and Schools (SACS), etc.

Note to Out-of-State Providers

For out-of-state institutions, having the proper authorization within your State does not give the proper needed authorization to offer training to Tennessee students. Therefore, you must obtain this authorization before being considered for placement onto Tennessee's Eligible Training Provider List. Many out-of-state institutions fall under the Division of Postsecondary School Authorization (DPSA) oversight with the Tennessee Higher Education Commission (THEC). For more information on DPSA and its authorization process, please review the website below.

https://www.tn.gov/thec/bureaus/student-aid-and-compliance/postsecondary-state-authorization.html

Step 1: Access the login Page – https://www.jobs4tn.gov

Suppose you are an individual who needs online access for an existing provider or would like to submit an application to become an eligible training provider. In that case, you will need to register by clicking the "Sign In" link found under the "To Register or Log in " box on the Jobs4tn home page, as seen below.

Step 2-1: Register

After clicking the "Sign In" link, you will be directed to a page yielding several registration options. As a prospective new training provider, you will want to select the "Provider" link found in the "Option 3 – Create a User Account" box.

On the next page, enter the Name of your institution in the box below;
If found, your information will populate; If not found, complete Step 2-2

Step 2-2: Enter User and Institution Information

TN.GOV
TENNESSEE GOVERNMENT

Provider User Registration

For help click the information ic

New Organization Information

It appears that your Organization doesn't currently exist in our system. Please enter the following information for your Organization and click Save (or Cancel to exit Registration):

* Name: [ ] Up to 60 characters !

EIN: [ ] (12-3456789 or 123456789)

Enter Your Information

* Title: [ ]

* First Name: [ ]

* Last Name: [ ]

* Address 1: [ ]

Address 2: [ ]

* Zip Code: [ ]

* City: [ ]

* State: [ ]

* Email Address: [ ] Email Security Policy

* Primary Phone Number: [ ] - [ ] - [ ] Ext. [ ]

Fax Number: [ ] - [ ] - [ ]

Cell Phone Number: [ ] - [ ] - [ ]

Login Information

* User Name: [ ] Enter User Name (8 - 256 characters, and must include characters, letters or numbers. Allowable characters are + @ . _

* Password: [ ] Enter Password (8 - 18 characters, and must include at least one uppercase letter, one lowercase letter, one number and one special character. Allowable characters are # @ $ % ^ . ! * _ +).

* Confirm Password: [ ] Please re-enter your password.

* Security Question : [None Selected ▾] This will be used if you need to recover your username and/or password.

* Security Question Response: [ ] Enter your answer to the security question you chose above.

* Preferred Notification: [None Selected ▾] Select the best way for us to contact you.

(Save) (Cancel)

All information marked with * is required.

> ➢ **At the time of application, only one user will be on file.** Although, after an application has been approved, other users can be added by registering, as seen above.
> ➢ Enter your institution's Name exactly as your authorizing /governing body has approved it. Please do not abbreviate any parts of it.
> ➢ Documentation of this approval may be required, which you will have to submit to your Local Workforce Development Area (LWDA) board for it to be included with your application.

Continuing to the next screen will take you to a page where your previously entered information has been pre-populated but still allows for edits and additions, as seen below.

Continuing to the next screen will take you to the Consumer Reporting System (CRS) page, as seen below.

CRS Provider Information

Institution Name:	ETPLTEST
*__Institution Type:__	None Selected ▼
*__Institution Ownership:__	None Selected ▼
Type of Entity:	None Selected ▼
Years in Business:	
Disabled Access:	○ Yes ○ No
ADA Compliant:	○ Yes ○ No
Institution Description:	
	(2000 characters max.)
Main Telephone Number:	__ - __ - __
TTD/TTY Telephone Number:	__ - __ - __

Main Email Address:	
Is this a Community College?	○ Yes ○ No
Accreditation / Approval	○ Yes ○ No
Career Assessment Available	○ Yes ⦿ No
Career Counseling Available	○ Yes ⦿ No
Job Placement Assistance Available	○ Yes ⦿ No
Tutorial Services Available	○ Yes ⦿ No
ESL Courses Available	○ Yes ⦿ No
On-site Child Care Available	○ Yes ⦿ No
State Approving Agency Exemption Certificate on File	○ Yes ○ No
State Approving Agency Receipt Letter on File	○ Yes ○ No
Financial Aid Available	○ Yes ○ No
Online Registration Available	○ Yes ○ No
Eligible Provider of Youth Workforce Investment Activities:	○ Yes ○ No
Pell Grant Eligible:	○ Yes, Pell Grant Eligible. ○ No, not Pell Grant Eligible. ○ Pell Grant Not Applicable

Save Cancel

➢ It is best to answer as many questions and selections as possible, regardless of whether they are required—this aids in your LWDA Board's approval process.

➢ Click "Save" after you have completed all fields on this page.

You will then be taken to this page "Use this folder to manage the Provider's general information."

This page will display a summary of the information you previously entered and contact information for assistance.

Step 2-3: Add satellite locations where applicable

➤ Clicking the Locations tab will display information for your institution. The previously entered data can be edited by clicking the "Edit" link in the Action column.

➤ If your school has satellite campuses, you can add these locations by clicking the Locations tab. Click Add Location and fill in all information you previously did for your main location and save it.

Step 2-4: Add Contacts

➤ Clicking "Contacts" in the Action column on the Locations tab will only display contact persons and not allow you to edit/add contacts. To add a contact person, click the Contacts tab.

➢ Select the location from the drop-down menu to which you would like to add. Once your contact person's information is saved, it will display on the Contacts tab as seen below.


Step 3: Programs

You will want to add all programs you would like to go before your Local Workforce Development Area (LWDA) board for approval. It is best to communicate with your LWDA beforehand (see pages 21-22) for your LWDA's contact information to decide which programs to submit with your application.
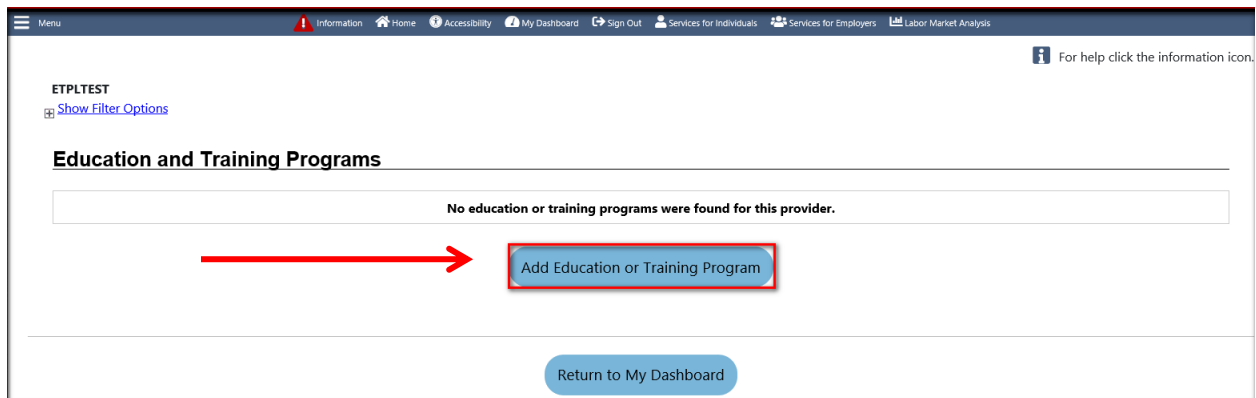
To add a program:

➢ Click the "Manage Institution Programs" link found in the "My Provider Dashboard" section of the left sidebar or on the drop-down menu
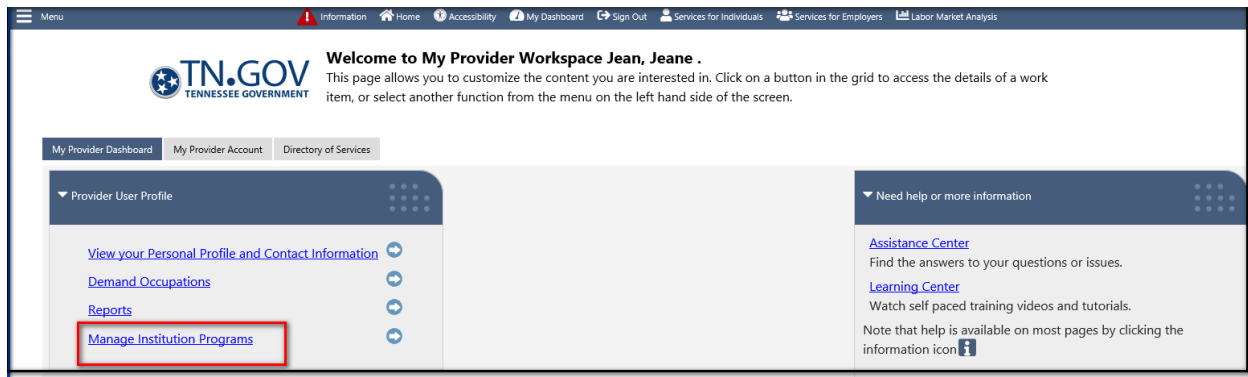
➢ Click the "Add Education or Training Program" button link

➢ When filling in your program information, you will need to select the "Search for CIP Code" link to fill in the CIP Code information for your program of study

Tab 1.

> ➤ Type in your keyword in the box and click "Search." The results will display. From this list, select the most appropriate option by clicking the program. It will then populate the "CIP Code:" field. Then follow all the steps below :

> For a program to be approved as being a WIOA eligible program, you must select "Submit for ETPL Approval and accept participants" under "Purpose for adding program."
> When entering program information, please enter it exactly as the authorizing/governing body has approved it (i.e., THEC, TBR, SACS, etc.)
> Do not submit programs that your authorizing/governing body has not approved
> Complete all Tabs regardless of whether they are required. The screenshot below shows all the tabs in the Program Wizard.

Tab 2. Apprenticeship

Tab 3. Additional Details

Tab 4. Occupations

Click the "Select Occupation from ONET Table" link. From here, you are to select all applicable occupations.

All the Occupations must be added to the list before alternate titles are added.

Tab 5. Occupational Skills

Add new occupational skill(s)

Select a category for additional skills: Management & Office Services ▾

Skill Description	Select ☑
administer tests to determine qualifications	☑
advise department managers in personnel matters	☑
advise management or labor union officials on labor relation issues	☑
advise volunteers or leaders to ensure program quality or effectiveness	☑
analyze budgets	☑
analyze data to identify personnel problems	☑

Tab 6. Completion Expectations

Completion Expectations

Number of Credits: [ ] Credits

Credit Earned Duration: ● Semester ○ Quarter

Projected Hourly Wage After Program Completion: [ ]

Exit Wizard

<< Back   Next >>

Tab 7. Scheduling

Scheduling

Course Times
- *Class Time: 4 Hours
- Lab Time: Hours
- Other Time: Hours
- Class Frequency: Weekly ▾

Reporting Information
Note: Clock/Contact hours are the total number of actual hours *per week* a student spends attending class or other instructional activities that count toward completing a program of study.
- *Program Length - Clock/Contact Hours: 4 Hours

Note: Full-time weeks indicates the length of the program in weeks, as completed by a full-time student.
- *Program Length - Full-time Weeks: 20 Weeks
- *Program Format: Hybrid or Blended Program ▾

Exit Wizard

<< Back   Next >>

Tab 8. Duration

Tab 9. Locations

You must select the location(s) where the entered program is offered. If you've only submitted one campus location, then this is what you will select. If you entered additional locations (via the Locations tab), then these will become options on this page.

Tab 10. External Approvals

Tab 11. Cost Details

To add cost information, select the "Cost Structure" link under "Program/Service Cost Details and follow the links as displayed. Enter all known cost information (Tuition, Books, etc.)

Tab 12. Performance

Tab 13. Confirmation

- ➢ You must agree to the printed stated to submit your application for approval
- ➢ After selecting the check box in agreement with the statement, you may submit your application by selecting the radio button next to "Yes, submit this program for WIOA Approval." Click next
- ➢ Below shows how the program looks like

Tab 14. Review

Step 4: Review Status

To see your application's status, log in and look in the "Program / Service Review Status" box. Here you will be able to view any items you failed to submit in your application, along with the approval status of your program.

Step 5: Submit documentation to your LWDA

After you have submitted your application for approval, you will need to submit all supporting documentation to the LWDA, where your institution is located. The LWDA contacts are listed below. At a minimum, you will need to submit documentation of your school's approval to operate and offer training within the State of Tennessee. All institutions authorized by the Division of Postsecondary School Authorization with the Tennessee Higher Education Commission (THEC) must provide a copy of the institution's Certificate of Authorization and a copy of any program approval letters applicable to the programs submitted in the prospective Provider's application. The program approval letter(s) should show the approval of your program's Name, cost, length, and credential. Please note that your supporting documentation aids your LWDA in its approval process. If you have any questions regarding documentation, please contact your LWDA listed below.

Step 7: Processing Your Application & Waiting on a Response

After your application has been submitted, it goes to your Local Workforce Investment Area Board to be processed and voted on for possible placement onto the Eligible Training Provider List.

Step 8: Wait for LWDB Response

The wait time between submitting a New Provider Application and receiving a response from your LWDB depends on several factors. Two of those factors are the meeting schedule of your LWDB and your date of submission. If your application is submitted after your LWDB has met, you must wait until their next meeting to obtain a decision on your addition to the ETPL. Thus, to expedite the approval process, contact your LWDA for information concerning their application deadlines. To find the contact information for your LWDA, please reference pages 24-25 below for additional contact information.

Each LWDB is geographically different and creates its own criteria of approval based on numerous factors. Information regarding your LWDB's criteria for approval should be obtained directly from your LWDB.

Step 9: Your LWDB Has Approved Your New Provider Application

If the LWDB approves your institution and programs, they will appear on the ETPL. Your institution and associated information will appear on the ETPL precisely as you submitted it in your application. Please note that your LWDB does not have to approve your application in its entirety. For example, they may approve two of your submitted programs but deny the remaining programs. After being added to the ETPL, you are visible on the ETPL statewide. To view your institution on the ETPL, visit www.jobs4tn.gov and click the "Education and Training Data" link under the Special Services column.
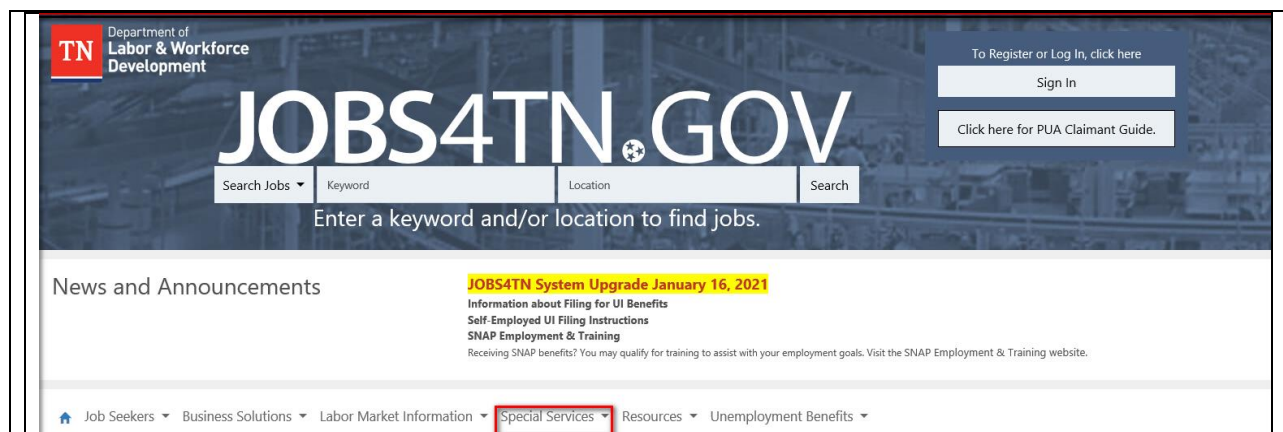
From here, you can click the "Training Providers and Schools" link to search or view providers.

From here, you can enter your school's Name in the Keyword search box and click Search or select your school's Name via the Provider Listing tab.

After selecting your school, you will be able to see details on program information by clicking ETPL Approved Programs.

Step 10: Reports

All approved ETPL providers are responsible for submitting Yearly report information to the state office. The Provider's contact person will be emailed and provided the following documents and information:

- o Performance and Reporting Requirements, which describes each training provider's reporting responsibility along with other pertinent information.
- o Blank Yearly Report Template.
- o Yearly Report Formatting Instructions to aid in completing your annual report.
- o Exemption Claim Form to be used for yearly report submission until a WIOA student enrolls at your institution. After the enrollment of your first WIOA student, you will begin to submit Yearly reports.

Step 11: LWDA Board Has Denied Your New Provider Application

If you are denied access to the Eligible Training Provider List (ETPL), you have the option to appeal your Local Workforce Investment Area (LWIA) Board's decision. The policies detailed below govern the ETPL appeal process.

A. Appeals to Local Board [WIOA Section 122(c)(1)]

(1) Local Boards must have a written appeal process that includes the following provisions:

(a) A Provider wishing to appeal a decision by a Local Board must submit an appeal to the Local Board within 30 days of the denial notice's issuance. The request must be in writing and include a statement of the desire to appeal, specification of the program(s) in question, the reason(s) for the appeal (i.e., grounds), and the signature of the appropriate Provider official.

(b) The Local Board appeal process must grant the Provider the opportunity to directly address the reasons for denial either in writing or through an appeal hearing.

(c) The Local Board must have 1-3 impartial appeal officers responsible for re-evaluating the supplemental materials supplied by the Provider in addressing the initial reasons for the denial.

(d) The Local Board will notify the Provider of its final decision on an appeal within 30 days of receipt of the appeal.

(e) The Local Board appeal notification to the Provider must reference the process for filing a State appeal in the event that the Provider is not satisfied with the outcome of the local appeal.

B. Appeals to the State [WIOA Section 122(c)(1)]

This procedure applies only to Providers who have exhausted the Local Board's appeal process and are dissatisfied with Local Board's final decision.

(1) A Provider wishing to appeal to the State must submit an appeal request to the State within 30 days from the Local Board's notification to the Provider of their final decision on an appeal. The demand for an appeal to the State must be in writing and include a statement of the desire to appeal, specification of the program(s) in question, the reason(s) for the appeal (i.e., grounds), and the signature of the appropriate Provider official.

(2) The State will promptly notify the appropriate Local Board when it receives a request for appeal. The State will also inform the proper Local Board when it makes the final decision on an appeal.

(3) The State appeal process includes the opportunity for appealing Providers to have a hearing. The hearing officer must be an impartial person. The hearing officer must provide written notice to the concerned parties of the date, time, and place of the hearing at least ten calendar days before the scheduled hearing. Both parties must have the opportunity to present oral and written testimony under oath; to call and question witnesses; to present oral and written arguments; to request documents relevant to the issues(s), and to be represented.

(4) The five-member State appeals committee, chaired by the hearing officer, will administratively review the appeal, make a preliminary decision, and notify the Provider and the Local Board. The committee can either uphold or reverse the Local Board decision. The State appeals committee must render a decision within 60 days from receiving the Provider's initial State appeal request.

ETPL / LWDA CONTACTS LIST

LWDA 1 - Alliance for Business & Training
NORTHEAST:
[Serving Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Unicoi & Washington: Counties]
- **Tammy Sluder; TSluder@ab-t.org**
- Phone 423-547-7515 X 133; Fax: (423) 547-7522
- P.O. Box 249 Elizabethton, TN 37644

LWDA 2 & 3 – East Tennessee Human Resource Agency (ETHRA)
EAST:
[Serving Claiborne, Cocke, Grainger, Hamblen, Jefferson, Knox, Sevier, Blount, Monroe, Loudon, Roane, Anderson, Campbell, Scott, Morgan & Union Counties]
- **Victor Oakley; VOakley@ethra.org**
- (865) 590-1052 X 7107
- **Melinda Watson; MFrost@ethra.org**
- (865) 590-1052 X 7103   Fax: (865)590-1081
- Phone: (865) 544-5200
- 728 Emory Valley Road, Suite E, Oak Ridge, TN 37830

LWDA 4 & 7- Upper Cumberland Local Workforce Development Board
UPPER CUMBERLAND:
[Serving Cumberland, White, Warren, Cannon, Putnam, De Kalb, Smith, Overton, Fentress, Pickett, Clay, Jackson, Van Buren, & Macon Counties]
- Jeremiah Miller**;** jmiller@ucworkforce.org
- Phone:931-520-9590
- 1000 England Drive, Suite 201; Cookeville, TN 38501.

LWDA 5 - Southeast Tennessee Development District
SOUTHEAST:
[Serving Bledsoe, Bradley, Hamilton, Grundy, McMinn, Marion, Meigs, Polk, Rhea & Sequatchie counties]
- **Beth Keylon; BKeylon@sedev.org**
- Phone: 423-643-2328
- Cell: 423-580-7803
- 1000 Riverfront Parkway, Chattanooga, TN 37402

LWDA 6 & 10 - South Central Tennessee Development District
SOUTHERN MIDDLE:

[Serving Bedford, Coffee, Franklin, Lincoln, Moore, Bedford, Marshall, Giles, Maury, Lawrence, Lewis, Hickman, Perry, & Wayne Counties]

- **Tim Cartwright tcartwright@sctdd.org**
- 101 Sam Watkins Blvd.
- Mt. Pleasant, TN 38474
- 931-242-6635

LWDA 8 & 9 - Workforce Essentials & Nashville Career Advancement Center
NORTHERN MIDDLE:
[Serving Cheatham, Davidson, Wilson, Trousdale, Rutherford, Dickson, Houston, Humphreys, Montgomery, Robertson, Stewart, Sumner & Williamson Counties]

- **Freda Herndon**; **FHerndon@workforceessentials.com**
- 523 Madison Street, Suite B
- Clarksville, TN 37040
- Cell: 615-533-0635

LWDA 11 - Southwest Tennessee Human Resource Agency
SOUTHWEST:
[Serving Chester, Decatur, Hardeman, Hardin, Haywood, Henderson, McNairy & Madison Counties]

- **April Brown**: **Aprilb@Swhra.org**
- Phone: 731-983-3689; Cell:731-435-0714
- Fax: 731-983-3149
- P.O Box 264 - 1527 white Avenue, Henderson, TN 38340

LWDA 12 – Northwest Tennessee Workforce Board
NORTHWEST:
[Serving Benton, Carroll, Crockett, Dyer, Gibson, Henry, Lake, Obion, & Weakley Counties]

- **Laura Speer**; Speer@nwtnworks.org
- 731-286-3585
- 208 N. Mill Ave, Dyersburg, TN 38024

LWDA 13 - Greater Memphis Workforce Investment Network
[Serving Fayette, Lauderdale, Tipton & Shelby Counties]

- **Arthur Lee Graham**; **Arthur.Graham@workforcemidsouth.com**
  Phone: 901-222-1829
- 80 Monroe Ave, Suite 300, Memphis, TN 38103